

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claim 1 as indicated below.

Listing of Claims:

- 1 1. **(Currently Amended)** A customer care center comprising:
 - 2 a contact layer comprising a plurality of media-specific handlers for
 - 3 managing contacts in a plurality of communications media with customers
 - 4 of a business served by the customer care center, each handler adapted
 - 5 to handle a specific one or more of the media, and including connecting
 - 6 the contacts to resources for servicing, collecting and reporting events
 - 7 including contact and resource status, and handling the events and
 - 8 assigning the resources according to received directions;
 - 9 a communications layer comprising software for managing
 - 10 communications each comprising one or more contacts in one or more
 - 11 media in a media-independent manner, including allocating resources
 - 12 shared by a plurality of handlers and directing handling of events by the
 - 13 contact layer according to business information, and tracking and
 - 14 accumulating events reported by the contact layer; and
 - 15 a business layer comprising software for managing business
 - 16 services by supplying business information that defines the services to the
 - 17 communications layer, including defining workflows of the services via
 - 18 dialogs that are derived from business rules and use business data and
 - 19 data from the communications layer to determine the communications and
 - 20 parameters of the communications for the communications layer.
- 1 2. **(Original)** The customer care center of claim 1 wherein:
 - 2 the contact layer manages resources that are not shared by a
 - 3 plurality of handlers.

1 3. **(Original)** The customer care center of claim 2 wherein:
2 each handler manages the unshared resources that are allocated
3 to that handler.

1 4. **(Original)** The customer care center of claim 1 wherein:
2 the communications layer comprises no media-specific equipment.

1 5. **(Original)** The customer care center of claim 1 wherein:
2 the communications layer software further directs handling of
3 events according to the accumulated reported events.

1 6. **(Original)** The customer care center of claim 1 wherein:
2 the communications layer software provides information on the
3 accumulated reported events to the business layer.

1 7. **(Original)** The customer care center of claim 1 wherein:
2 the business layer software manages business services by
3 managing transactions each comprising one or more communications and
4 that provide the business services, by defining business rules and
5 applying them to the transactions to develop dialogs which it supplies to
6 the communications layer;
7 the communications layer software translates the supplied dialogs
8 into translations that it uses to control the contact layer and translations
9 that it supplies to the contact layer; and
10 the handlers of the contact layer use the translations supplied
11 thereto to manage the contacts.

1 8. **(Original)** The customer care center of claim 7 wherein:
2 the business layer software supplies to the communications layer
3 definitions of reports requested by the business and forms the reports

4 from data collected by the communications layer; and
5 the communications layer software translates the definitions of the
6 reports into database schema that accommodate data that the
7 communications layer must collect for those reports.

1 9. **(Original)** The customer care center of claim 7 wherein:
2 the business rules include resource scheduling rules, resource
3 behavior rules, service target rules, and customer treatment rules.

1 10. **(Original)** The customer care center of claim 7 wherein:
2 the business layer software further has access to customer data
3 which it applies to the transactions to develop the dialogs.

1 11. **(Original)** The customer care center of claim 1 wherein:
2 the business layer software effects scheduling and adherence
3 tracking of resources by providing business information to the
4 communications layer and obtaining accumulated reported events from
5 the communications layer.

1 12. **(Original)** The customer care center of claim 1 wherein:
2 the business layer provides an interface for the business to the
3 customer care center for providing information to and obtaining
4 information from the customer care center.

1 13. **(Original)** A computer-readable medium containing
2 instructions which, when executed in a computer that is connected to a
3 contact layer of a customer care center comprising a plurality of media-
4 specific handlers for managing contacts in a plurality of communications
5 media with customers of a business served by the customer care center,
6 each handler adapted to handle a specific one or more of the media, and

- 7 including connecting the contacts to resources for servicing, collecting and
- 8 reporting events including contact and resource status, and handling the
- 9 events and assigning the resources according to received directions,
- 10 cause the computer to effect the functionality of the communications layer
- 11 and the business layer of any one of the claims 1 and 4-12.